



ADEPT
technology

CASE STUDY

Development and Product Team Review

Uplift and Expansion

Adept is a professional services company that specialises in accelerating the successful delivery of ICT/Software initiatives.

THE CLIENT

RESOLUTION
SYSTEMS

Head Office

Adelaide, SA

Industry

Mining and Metals

Company Size

11-50 employees

Length of Assignment

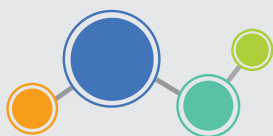
8 weeks

Resolution Systems have been using big data to identify and implement major improvements for blue-chip companies in vehicle fault diagnosis, automotive manufacturing, pulp and paper, oil and gas for over 20 years.

“Resolution Systems faced a critical point of growth in late 2018; scaling our number clients, increasing our product scope and tripling our development team size which significantly increased the complexity of our operations. Despite our best planning we knew that we were likely missing some key elements. The team from Adept were able to quickly confirm a raft of issues we knew and pinpoint a few which weren’t obvious. The report contained clear and concise recommendations which we were able to integrate to our business as usual operations.”

BEN CHARTIER

TECHNOLOGY DEVELOPMENT
MANAGER



THE CHALLENGE

Resolution Systems flagship product ‘MaxMine’ is an automated business improvement tool for the mining industry, able to provide comprehensive and customisable performance analysis through a platform that delivers more accurate insights.

The popularity of MaxMine has enabled the business to grow quickly, but managing business objectives whilst continually developing a successful product posed a serious challenge for the Resolution team. The development team had to triple in size, while the organisation as a whole needed to transition from a project-centric to a multi-client product-centric structure, all during a period of considerable growth.

THE ACTION

Adept was engaged to help Resolution identify the most appropriate development methodology to take their delivery capability to unprecedented levels, allowing them to confidently deliver and implement fully tested releases that aligned to the product roadmap.

To kick off the engagement the Adept consultants carried out a detailed review of Resolution’s business operations. This was conducted through interviews, workshops, document review and inspection of key artifacts and activities. The review allowed Adept to gain a thorough understanding of the firm’s current practices, identify new business objectives, and understand the challenges facing the development team.

During the review process Adept worked with Resolution to define key objectives and benchmarks for success. Over the course of the next few weeks the Adept consultants developed a set of clear, practical recommendations that would support Resolution’s growth into their new organisational structure.

THE OUTCOME

Adept delivered a report outlining the steps required to transition to an organisational structure capable of handling continuous client requests for new features, whilst also enabling the management team to remain focused on the firm’s own objectives. The report also outlined the steps for a clear supporting process essential for a business with mature software development capabilities.

After adopting Adept’s recommendations the Resolution management team is now able to prioritise improvement opportunities based on high-return-for-effort, enabling Resolution Systems to make effective strategic decisions and rise to the challenge of managing a growing business.